




ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18
Stylesheet Version v18.0

Title of Invention	CALL PROCESSING SYSTEM AND SERVICE CONTROL POINT FOR HANDLING CALLS TO A CALL CENTER																																																																																																																																								
<p>Application Number: 10/798510 </p> <p>Confirmation Number: 6383</p> <p>First Named Applicant: Minh Khuc</p> <p>Attorney Docket Number: 1271a</p> <p>Art Unit: 2642</p> <p>Search string: (6731744 or 5206903 or 5592541 or 5631954 or 5675635 or 5828740 or 6185292 or 6215858 or 6266699 or 6311231 or 6366658 or 6415027 or 6470010 or 6175822 or 6470081 or 6470008 or 6529504).pn.</p> <p>US Patent Documents</p> <p>Note: Applicant is not required to submit a paper copy of cited US Patent Documents</p> <table border="1"><thead><tr><th>init</th><th>Cite.No.</th><th>Patent No.</th><th>Date</th><th>Patentee</th><th>Kind</th><th>Class</th><th>Subclass</th></tr></thead><tbody><tr><td><input checked="" type="checkbox"/></td><td>1</td><td>6731744</td><td>2004-05-04</td><td>Khuc</td><td></td><td></td><td></td></tr><tr><td><input checked="" type="checkbox"/></td><td>2</td><td>5206903</td><td>1993-04-27</td><td>Kohler</td><td></td><td></td><td></td></tr><tr><td><input checked="" type="checkbox"/></td><td>3</td><td>5592541</td><td>1997-01-07</td><td>Fleischer III et al.</td><td></td><td></td><td></td></tr><tr><td><input checked="" type="checkbox"/></td><td>4</td><td>5631954</td><td>1997-05-20</td><td>Evans</td><td></td><td></td><td></td></tr><tr><td><input checked="" type="checkbox"/></td><td>5</td><td>5675635</td><td>1997-10-07</td><td>Vos et al</td><td></td><td></td><td></td></tr><tr><td><input checked="" type="checkbox"/></td><td>6</td><td>5828740</td><td>1998-10-27</td><td>Khuc et al.</td><td></td><td></td><td></td></tr><tr><td><input checked="" type="checkbox"/></td><td>7</td><td>6185292</td><td>2001-02-06</td><td>Miloslavsky</td><td></td><td></td><td></td></tr><tr><td><input checked="" type="checkbox"/></td><td>8</td><td>6215858</td><td>2001-04-10</td><td>Bartholomew et al.</td><td></td><td></td><td></td></tr><tr><td><input checked="" type="checkbox"/></td><td>9</td><td>6266699</td><td>2001-07-24</td><td>Seveik</td><td></td><td></td><td></td></tr><tr><td><input checked="" type="checkbox"/></td><td>10</td><td>6311231</td><td>2001-10-30</td><td>Bateman et al.</td><td></td><td></td><td></td></tr><tr><td><input checked="" type="checkbox"/></td><td>11</td><td>6366658</td><td>2002-04-02</td><td>Bjornberg et al.</td><td></td><td></td><td></td></tr><tr><td><input checked="" type="checkbox"/></td><td>12</td><td>6415027</td><td>2002-07-02</td><td>Malik</td><td></td><td></td><td></td></tr><tr><td><input checked="" type="checkbox"/></td><td>13</td><td>6470010</td><td>2002-10-22</td><td>Szviatovszki et al.</td><td></td><td></td><td></td></tr><tr><td><input checked="" type="checkbox"/></td><td>14</td><td>6175822</td><td>2001-01-16</td><td>Jones</td><td></td><td></td><td></td></tr><tr><td><input checked="" type="checkbox"/></td><td>15</td><td>6470081</td><td>2002-10-22</td><td>Sbisa et al.</td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table>		init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass	<input checked="" type="checkbox"/>	1	6731744	2004-05-04	Khuc				<input checked="" type="checkbox"/>	2	5206903	1993-04-27	Kohler				<input checked="" type="checkbox"/>	3	5592541	1997-01-07	Fleischer III et al.				<input checked="" type="checkbox"/>	4	5631954	1997-05-20	Evans				<input checked="" type="checkbox"/>	5	5675635	1997-10-07	Vos et al				<input checked="" type="checkbox"/>	6	5828740	1998-10-27	Khuc et al.				<input checked="" type="checkbox"/>	7	6185292	2001-02-06	Miloslavsky				<input checked="" type="checkbox"/>	8	6215858	2001-04-10	Bartholomew et al.				<input checked="" type="checkbox"/>	9	6266699	2001-07-24	Seveik				<input checked="" type="checkbox"/>	10	6311231	2001-10-30	Bateman et al.				<input checked="" type="checkbox"/>	11	6366658	2002-04-02	Bjornberg et al.				<input checked="" type="checkbox"/>	12	6415027	2002-07-02	Malik				<input checked="" type="checkbox"/>	13	6470010	2002-10-22	Szviatovszki et al.				<input checked="" type="checkbox"/>	14	6175822	2001-01-16	Jones				<input checked="" type="checkbox"/>	15	6470081	2002-10-22	Sbisa et al.											
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16	6470008	2002-10-22	Khuc
17	6529504	2003-03-04	Sbisa

Signature

Examiner Name		Date
<i>John Q. Brown</i>	6	12/05